

AMENDMENTS TO THE DRAWINGS

The attached sheet of drawings includes changes to Figs. 3, 5, 6, 7, 8, 9 and 10. This sheet replaces the original sheet including Figs. 3, 5, 6, 7, 8, 9 and 10. Figs. 3, 5, 6, 7, 8, 9 and 10 have been amended to conform more clearly with their corresponding detailed description.

Attachment: Replacement Sheet
Annotated Sheet Showing Changes

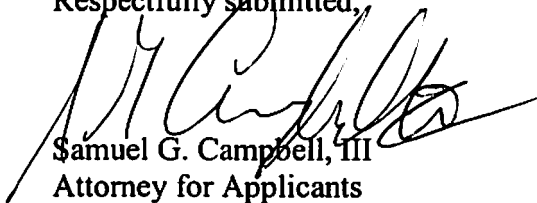
REMARKS

Upon review of the allowed specification and drawings, Applicant has become aware of various inconsistencies and typographical errors that have been corrected by amendment herein. The corrections were apparent from the context of the original application, thus, Applicant respectfully submits that no new matter has been added.

CONCLUSION

Because no new matter has been added, Applicant respectfully submits that the above-referenced patent application is entitled to the original filing date of March 31, 2000. The Examiner is invited to contact the undersigned at 512-439-5084, if there are any questions.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'S. G. Campbell, III', is written over the typed name.

Samuel G. Campbell, III

Attorney for Applicants

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ANNOTATED SHEET SHOWING CHANGES

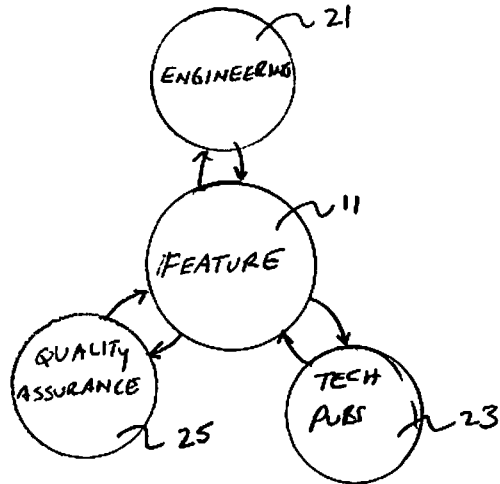


FIGURE 2

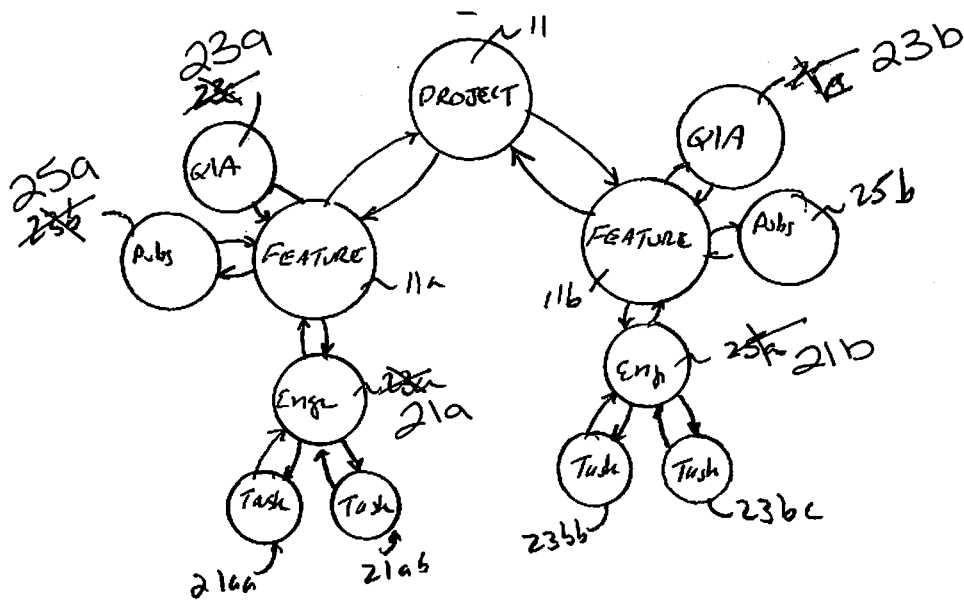


FIGURE 3

ANNOTATED SHEET SHOWING CHANGES

The screenshot displays the Siebel Sales Enterprise - Features interface. The top navigation bar includes links for Activities, Calendar, Quotes, Forecasts, Compensation, Products, Initiative, Time Sheets, Expense Reports, Training, SmartScripts, D&D, Partners, and Features. The left sidebar lists various feature-related tasks: Feature, Feature List, Activities, Attachments, Sub Features, MRD, Engineer Task, QA Test Plan, QA Test, and Tech Doc. The main window is divided into two sections. The upper section, labeled 'Features', contains a table with columns: Feature, Use, Status, Priority, PM Group, Area, and Last Modified. The lower section, labeled 'Feature Details', provides a comprehensive view of a selected feature (1-TW24), including its name, description, release information, and associated documents.

Feature	Use	Status	Priority	PM Group	Area	Last Modified
1-TW15	Siebel eService enhancements	Implementing	P0 - Release Defining	PM Internet Applications...		THO
1-TW24	Call me now	Implementing	P1 - Critical	PM Internet Applications...	CTI	THO
1-TW27	Quote enhancements	Implementing	P1 - Critical	PM SSE...		MOD
1-TW28	Discount rule	Implementing	P1 - Critical	PM SSE...	Quotes	MOD
1-TW31	Miscellaneous core enhancements	Implementing	P0 - Release Defining	PM Core...		ASU
1-TW32	Data-driven dynamic proposition	Implementing	P0 - Release Defining	PM Core...	Core	ASU

Feature Details: 1-TW24

Feature Name: 1-TW24
Area: CTI
Sub Area: Call me now
Description: Provides ability for an online customer to request callback from a customer support representative.

Release: Siebel 2000 Release
Parent: Siebel eService enha
Source: Market Input
Account: CTI
Revenue: 69

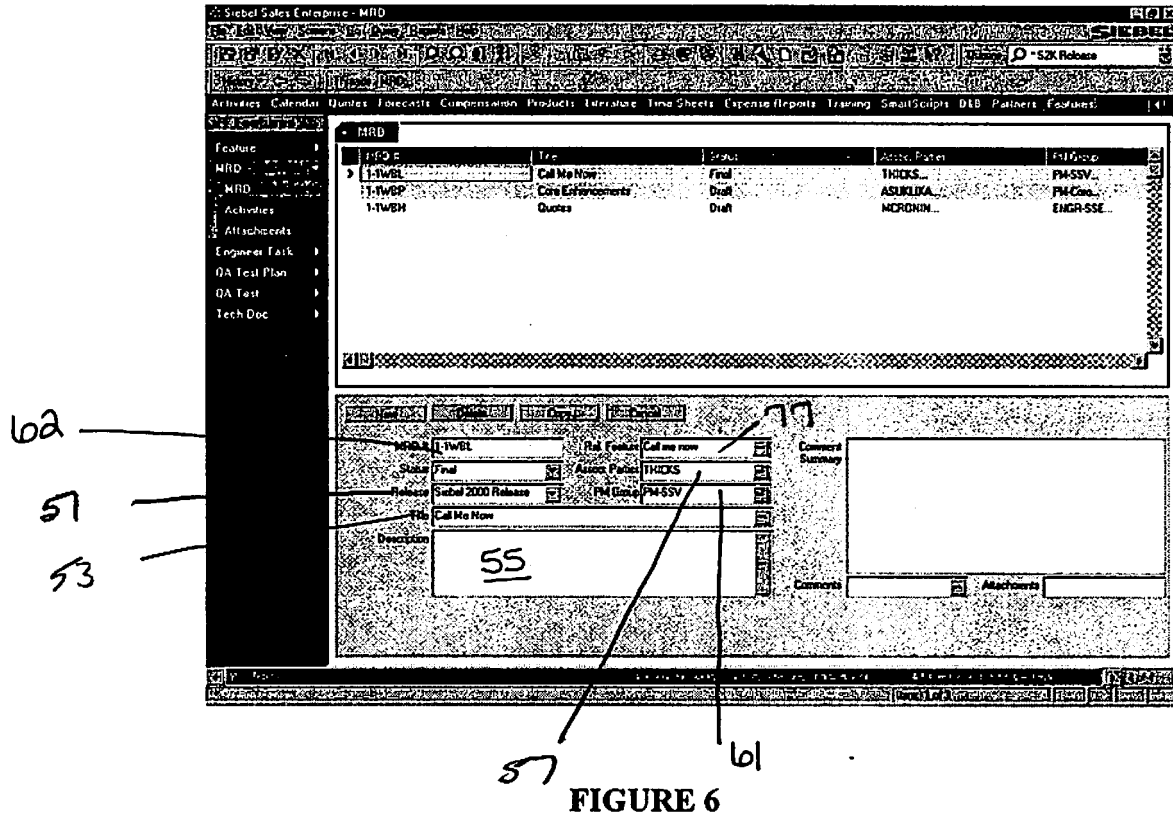
Related Release Name: MRD Call Me Now
QA Test Plan: CTI - Server (Genex)
Tech Doc: CTI Guide

Priority: P1 - Critical
Status: Implementing

Attachments:

FIGURE 5

ANNOTATED SHEET SHOWING CHANGES



ANNOTATED SHEET SHOWING CHANGES

The screenshot shows the 'Siebel Sales Enterprise - Engineer Task' window. The left sidebar contains a tree view with 'Feature' selected. The main area is divided into two panes. The top pane, titled 'Engineer Tasks', displays a table of tasks. The bottom pane shows details for a selected task, including 'Task Description', 'Task Status', and 'Comments'. Handwritten annotations in black ink are present: '51' and '85' on the left margin; '57', '83', and '8' near the top task table; '91', '97', '101', '103', and '99' on the right margin; '79' in the task description area; and '89' at the bottom center.

Task #	Task	Status	Priority	Task Owner
1-1w2P	CTI enhancements to support Call In	In Progress		JADRAY
1-1w2B	Expand object properties	In Progress		KSTROZEL
1-1w6B	"Call Me Now" button	Unit Test		JYU
1-1w6B	Maximum discount column	Not Started		JANJICK
1-1w6B	Add "Max Discount" control to Adm	Completed		KRODERS
1-1w6A	Set restrictions for queue control	In Progress		JYU
1-1w6S	Task 1			

Task Details:

Task # 1-1w6B
 Release Siebel 2000 Release
 Task Description: Add "Call Me Now" button to eService Service Request template
 Task Status: Unit Test
 Design Rev: 11/4/99
 Code Rev: 11/16/99
 Target Date: 12/2/99

FIGURE 7

ANNOTATED SHEET SHOWING CHANGES

Siebel Sales Enterprise - QA Test Plans

Activities Calendar Quotes Forecasts Compensation Products Interface Time Sheets Expense Reports Training SmallScripts D10 Partners Features

Feature MIRD Engineer Task QA Test Plan QA Plans Attachments Plan Tests QA Test Tech Doc

QA Test Plans

Test Plan ID	Type	Description	Status	Date	Assign
1-TWDS	CTI - Server (Genzyme S1)	Exercises CTI functionality using the	Detailed Draft	12/14/99	TITRA
1-TWEX	CTI - Server (Prospect 6.0.9)	Exercises CTI functionality using the	Final	11/10/99	TITRA
1-TWGI	Dynamic Properties	Exercises object dynamic properties	High Level	12/15/99	TITRA
1-TWY	SDV/SSE: Data Check - Quotes	Exercises functionality of generating	MRD Review	12/22/99	JHESS

Plan Development

Plan ID: 1-TWDS 51

Release: Siebel 2000 Release 5.1

Assign: TITRA

QA Group: QA-Server 101

Test Case: CTI - Server (Genzyme S1) 53

Description: Exercises CTI functionality using the Genzyme S1 switch

Test Execution Summary: Passed 0 119 55

Comments: 121

Status: Detailed Draft 113

Comp: 90 116

Target Date: 12/14/99 117

Comments Summary: Attachments

FIGURE 8

ANNOTATED SHEET SHOWING CHANGES

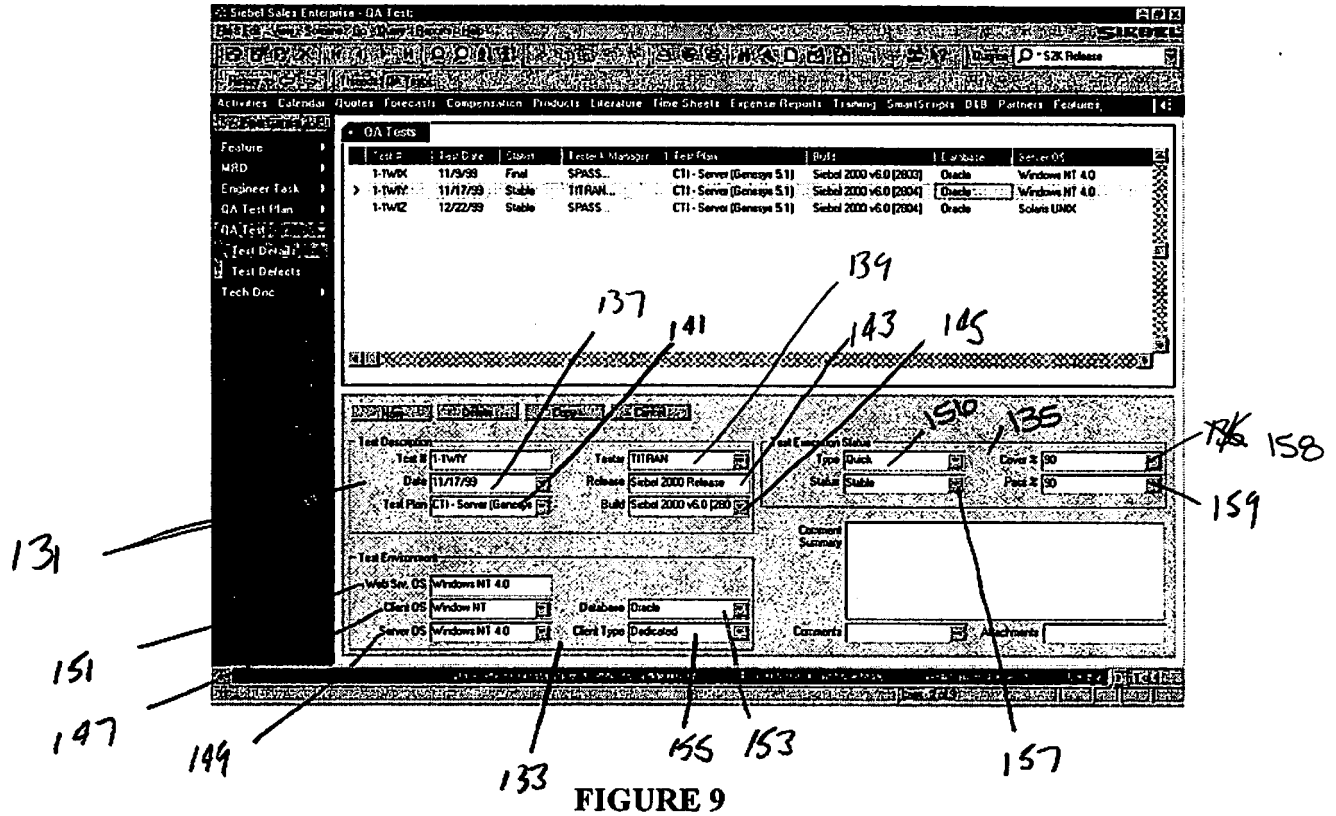


FIGURE 9

ANNOTATED SHEET SHOWING CHANGES

Siebel Sales Enterprise - Tech Documents

Activities Calendar Quotes Forecasts Compensation Products Literature Time Sheets Expense Reports Training SmartScripts DLR Partners Features

Tech Documents

Doc #	Title	Status	Pages	Est Pages
1-TWGR	CTI Guide	First Draft	100	100
1-TWBU	Siebel Applications Guide	First Draft	150	150
1-TWS	Siebel Tools Reference Guide	First Draft	200	200

Document Description

Doc # 1-TWGR Est Pages 100 165
 Release Siebel 2000 Release New # 50 167
 Ver 5.1 163 53
 Title CTI Guide 161
 Description Guide to CTI functionality, including the installation and configuration of supported CTI middlewares.

Document Development

Status First Draft 168
 Comp # 30
 Target Date 12/15/99

Features
 Call me now 57 Assoc. Parties PERDOWN
 Content Summary
 Comments

51

164

167

168

169

FIGURE 10